

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(December, 2002)**

| <b>I. Commendations</b>         | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
|---------------------------------|--------------|------------|--------------|
| CA/OPR Related                  | 2            | 3          | 5            |
| Relay/OSD Related               |              |            |              |
| Other                           |              |            |              |
| <b>Total Commendations</b>      | <b>2</b>     | <b>3</b>   | <b>5</b>     |
|                                 |              |            |              |
| <b>II. Complaints</b>           | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
| <b>CA/OPR</b>                   |              |            |              |
| Attitude and Manner             |              |            |              |
| Typing Skill/Speed              |              |            |              |
| English Grammer                 |              |            |              |
| CA Hung up on me                |              |            |              |
| Other (CA/OPR)                  | 1            |            | 1            |
| <b>Equipment</b>                |              |            |              |
| Disconnect                      |              |            |              |
| Answer/Wait Time                |              |            |              |
| Garbled Words                   |              |            |              |
| Other (Equip)                   |              |            |              |
| <b>Methods Related</b>          |              | 2          | 2            |
| <b>Miscellaneous</b>            |              |            |              |
| Billing Rate                    |              |            |              |
| Scope of Service                |              |            |              |
| Other (Misc)                    |              | 1          | 1            |
| <b>Total Complaints</b>         | <b>1</b>     | <b>3</b>   | <b>4</b>     |
|                                 |              |            |              |
| <b>III. Inquiries/Comments</b>  | <b>Voice</b> | <b>TTY</b> | <b>Total</b> |
| General Information             | 1            | 3          | 4            |
| Outreach/Marketing              | 1            |            | 1            |
| Explain Relay                   | 1            |            | 1            |
| TTY Distrib/Purchase            | 1            | 1          | 2            |
| LEC Service                     |              |            |              |
| Billing/Rate                    |              | 1          | 1            |
| Computer Settings               |              |            |              |
| Technical Related               |              |            |              |
| Other                           | 1            | 5          | 6            |
| <b>Total Inquiries/Comments</b> | <b>5</b>     | <b>10</b>  | <b>15</b>    |
|                                 |              |            |              |
| <b>Grand Total</b>              | <b>8</b>     | <b>16</b>  | <b>24</b>    |